

North Carolina Department of Transportation

2009-10 Executive Organizational Performance Measures and Targets

Make our transportation network **safer**

#	2009 Defined Performance Measure	Annual Target
1.1	Total statewide fatalities per 100 million vehicle miles traveled	Less than 1.53
1.2	Total statewide crashes per 100 million vehicle miles traveled	Less than 230.75
1.3	Total statewide injuries per 100 million vehicle miles traveled	Less than 112.75
1.4	Percent of statewide safety belt use	Greater than 90%
1.5	Number of driver licenses and identification cards issued centrally per month	Greater than 1,500

Make our transportation network move people and goods more **efficiently**

#	2009 Defined Performance Measure	Annual Target
2.1	Percent of Strategic Highway Corridor miles that have little or no recurring congestion	Greater than 80%
2.2	Average statewide time to clear a major accident	Less than 90 minutes
2.3	Percent of planned ferry runs that departed on schedule	Greater than 95%
2.4	Percent of passenger trains that departed on schedule	Greater than 75%
2.5	Percent reduction in expected growth of commuter generated vehicle miles traveled due to transportation options	Greater than 25%
2.6	Average time a customer has to wait before receiving services at a DMV office	Less than 15 minutes

Make our infrastructure **last longer**

#	2009 Defined Performance Measure	Annual Target
3.1	Percent of interstate route pavement miles in good condition	Greater than 76.1%
3.2	Percent of primary route pavement miles in good condition	Greater than 62.7%
3.3	Percent of secondary route pavement miles in good condition	Greater than 65.6%
3.4	Percent of bridges in good condition	Greater than 63.6%
3.5	Weighted score of all highway maintenance features rated in acceptable condition (excluding pavement and bridges)	Greater than 79.2%

Make our organization a place that **works well**

#	2009 Defined Performance Measure	Annual Target
4.1	Percent of projects "advertised for bid" and awarded to the contractor for construction on schedule	Greater than 70%
4.2	Percent of projects that completed right of way plans on schedule	Greater than 70%
4.3	Percent of highway construction projects on schedule	Greater than 70%
4.4	Percent of highway construction projects on budget	Greater than 70%
4.5	Average environmental inspection score for construction and maintenance projects statewide	Greater than 7.5
4.6	Percent of the overall budget for administrative costs	Less than 10%
4.7	Percent of federal receipts to eligible authority to bill	Greater than 95%
4.8	Percent of planned expenses compared to actual receipts	Less than +/-10%
4.9	Percent of total dollars paid to minority and women owned businesses	Greater than 11.4%
4.10	Percent of customers satisfied with department-wide services (excluding DMV) ¹	Greater than 70%
4.11	Percent of customers satisfied with DMV services ¹	Greater than 70%

Make our organization a **great place** to work

#	2009 Defined Performance Measure	Annual Target
5.1	Percent of employees engaged in their work ¹	Greater than 60%
5.2	Percent of top talent retained	Greater than 80%
5.3	Percent of all employees that met or exceeded performance expectations	Greater than 80%
5.4	Depth of leadership pipeline ¹	Greater than 10%
5.5	Employee safety index	Less than 6.16

American Recovery and Reinvestment Act (ARRA)

#	ARRA Executive Performance Measure	Target
6.1	Total dollars awarded/Let towards ARRA projects	\$ (tbd)
6.2	Actual dollars paid towards ARRA projects	\$ (tbd)
6.3	Average percent completion of ARRA projects	% (tbd)
6.4	Number of jobs created or sustained by ARRA projects	# (tbd)

¹ Shaded boxes indicate a future commitment to measure